



Miami-Dade County

2003 Resident Satisfaction Survey Results



Introduction

- In 2003, Miami-Dade County implemented two comprehensive resident satisfaction surveys – one for residents in the unincorporated areas of the County (referred to as 'UMSA'), and one for residents countywide.
- The County contracted with an outside survey consulting firm (the Hay Group) to provide expertise and ensure independence in the implementation and analysis of the survey.
- The following pages provide an overview of the survey objectives, process, and results from this effort.
- For further information, please contact the Office of Strategic Business Management at 305-375-5143.

Overall 2003 Survey Result Themes

The Survey Results Identified Two Important Issue Areas:

Concerns Regarding Government Overall:

- Trustworthiness of County Government
- Respectful Treatment of Residents
- Improving Communication with Residents

Important Policy Areas Identified by Residents:

- Economic Development
- Safety and Security
- Transportation Services and Infrastructure

How the 2003 Survey is Being Used

- Integrate the customer service survey results into the County's training program for 7,500 line employees
- Integrate survey results into the strategic planning process and into department business plans
- Distribute survey results to department Directors and Assistant County Managers to use as a management tool, where relevant
- Rollout survey results to the public through the County portal and County newsletters to our community

Overall 2003 Survey Objectives

Measure Levels of Satisfaction with:

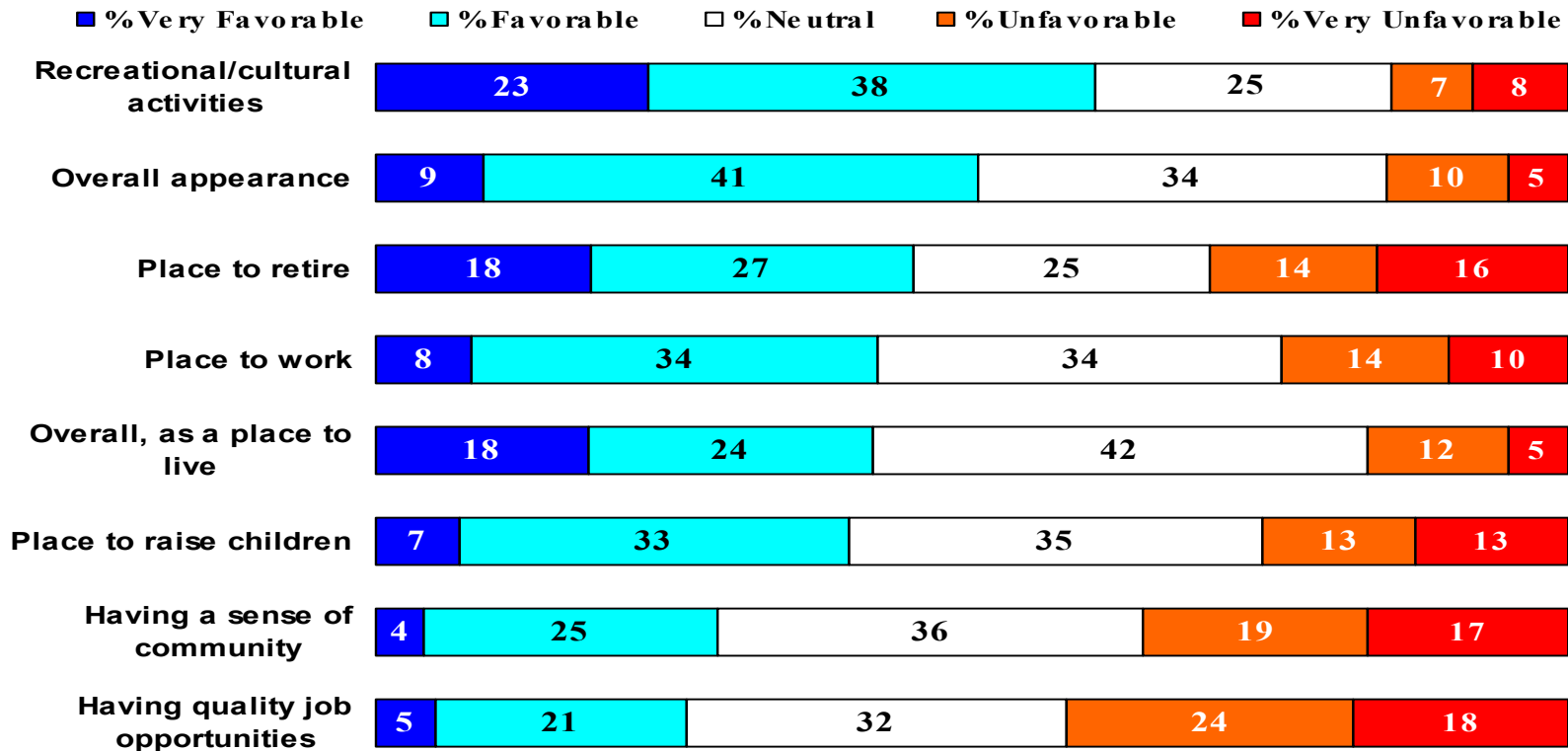
- Quality of Life
- Government Overall
- Specific Services

Obtain Detailed Feedback Regarding:

- Incorporation, Police, Web Portal and Transportation
- Customer Service Levels
- Strategic Plan Measures

County Quality of Life Indicators

How do you rate living in Miami-Dade County regarding...?

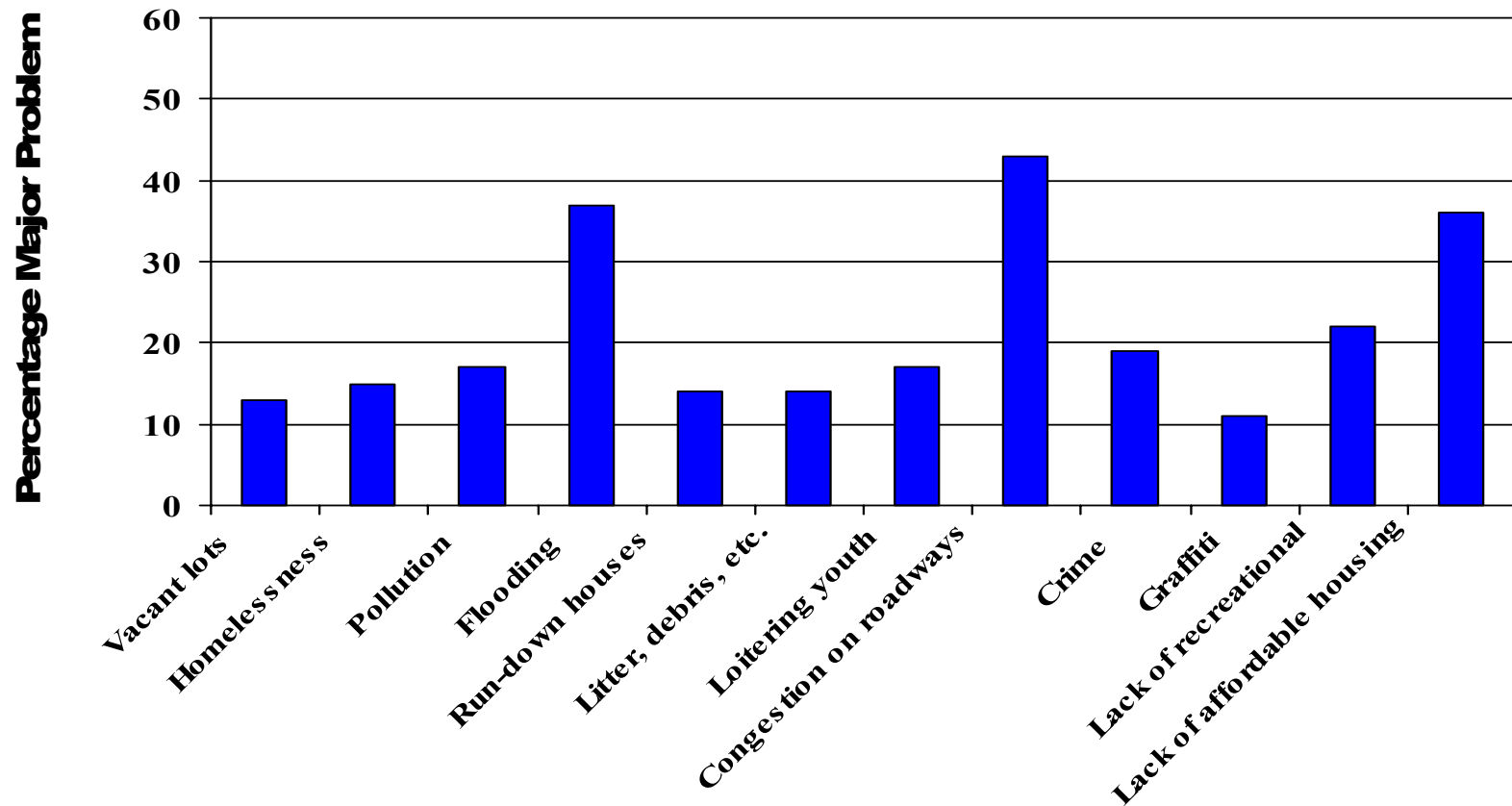


Overall satisfaction with the County as a place to live depends on (in order of importance):

- Satisfaction with the County as a place to raise children, as a place to retire, and the overall appearance of the County

UMSA Neighborhood Quality of Life Issues

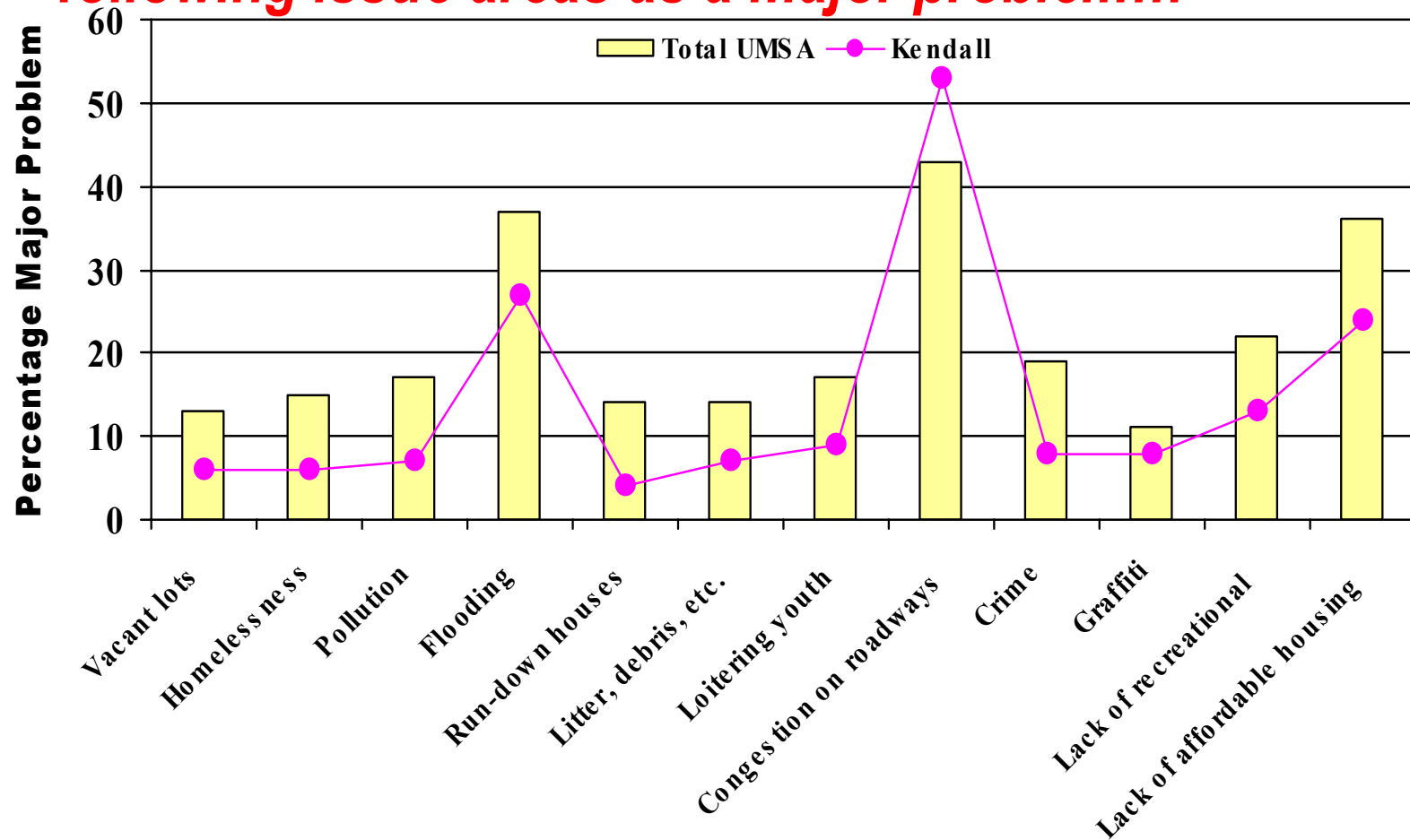
Percentage of UMSA residents that rate each of the following issue areas as a major problem...



**Please note that the data refer only to Unincorporated regions of the County*

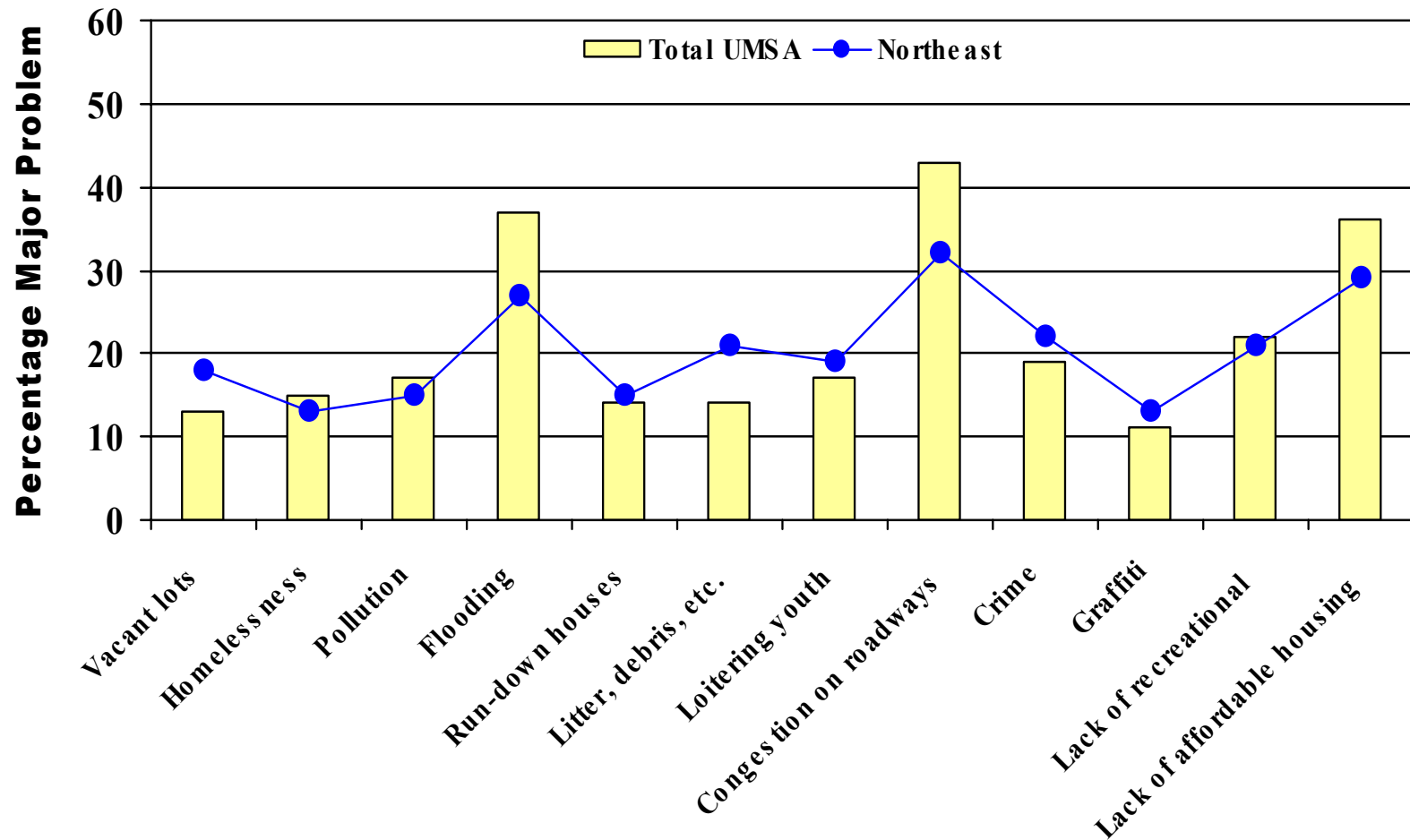
Kendall Neighborhood Quality of Life Issues

Percentage of Kendall residents that rate each of the following issue areas as a major problem...



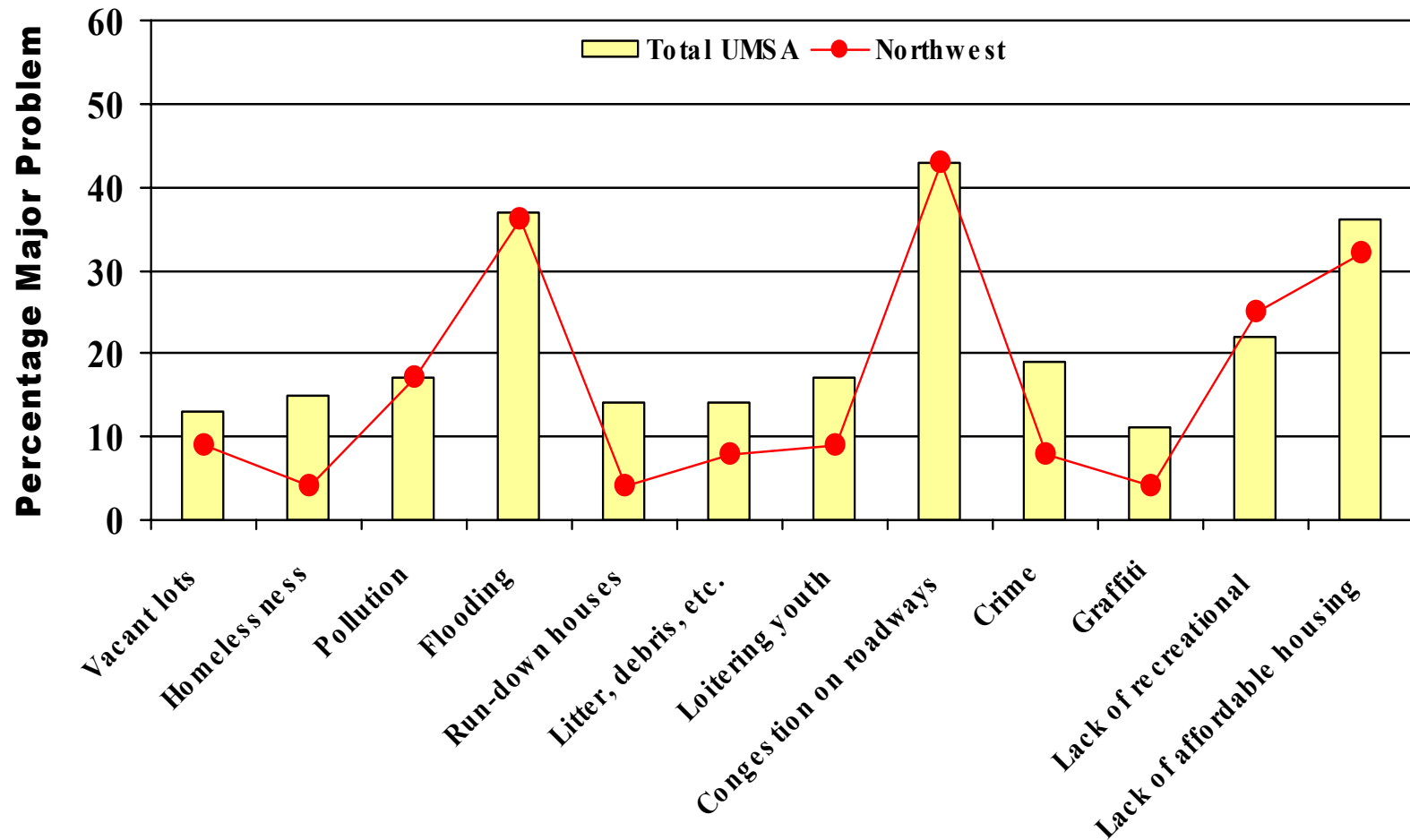
Northeast UMSA Neighborhood Quality of Life Issues

Percentage of Northeast UMSA residents that rate each of the following issue areas as a major problem...



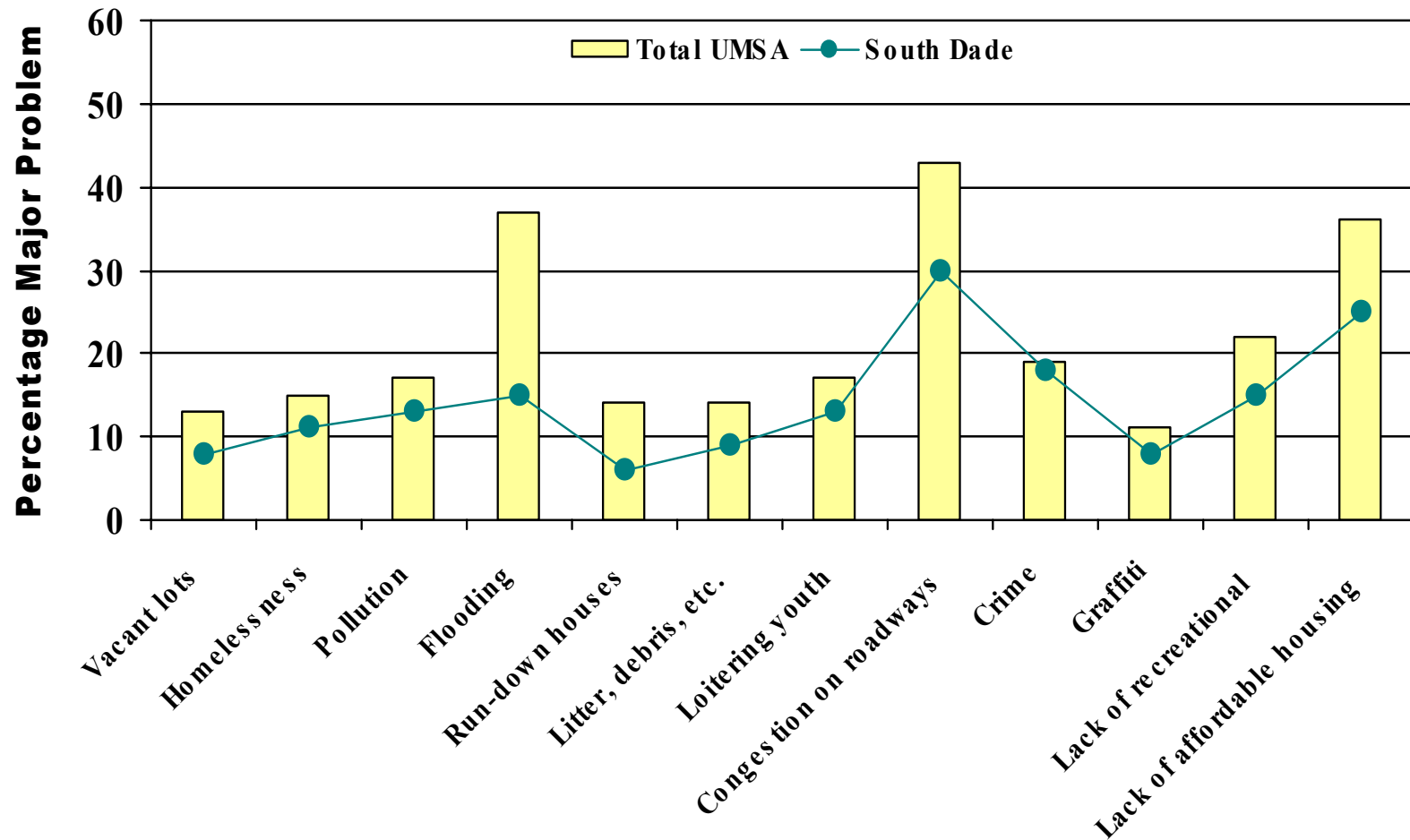
Northwest UMSA Neighborhood Quality of Life Issues

Percentage of Northwest UMSA residents that rate each of the following issue areas as a major problem...



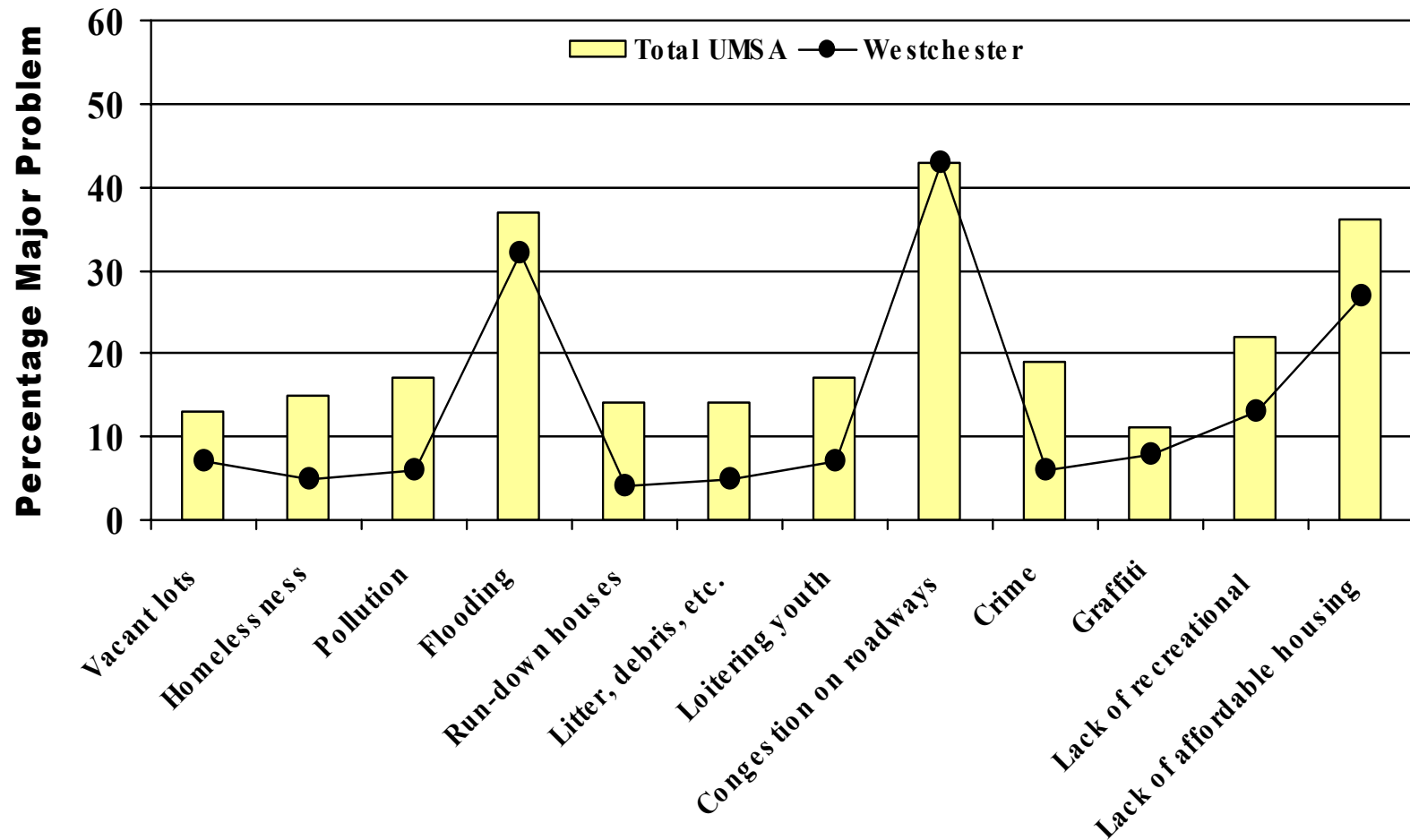
South Dade UMSA Neighborhood Quality of Life Issues

Percentage of South Dade UMSA residents that rate each of the following issue areas as a major problem...



Westchester UMSA Neighborhood Quality of Life Issues

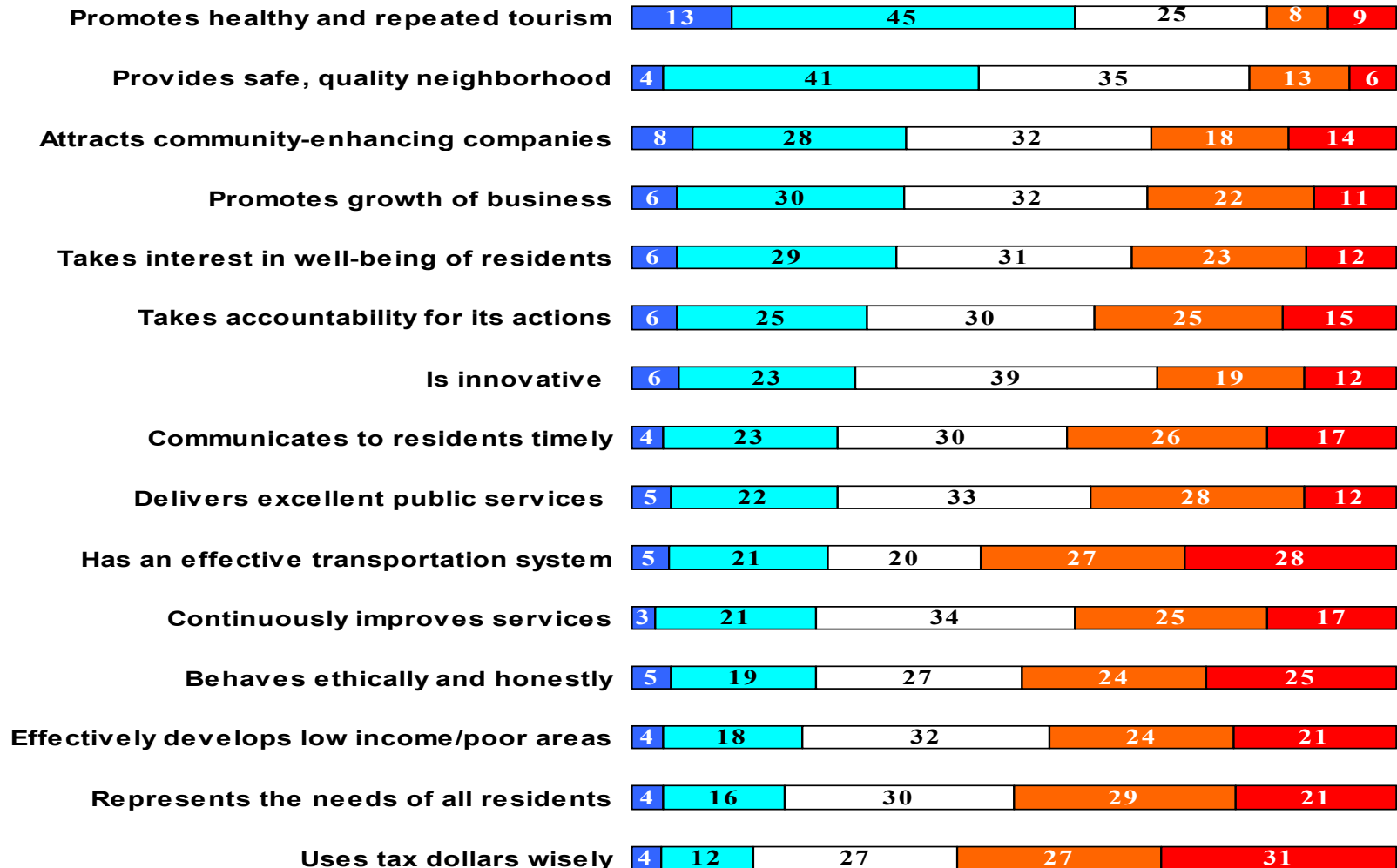
Percentage of Westchester UMSA residents that rate each of the following issue areas as a major problem...



Perceptions of County Government

To what extent do you believe County Government.....?

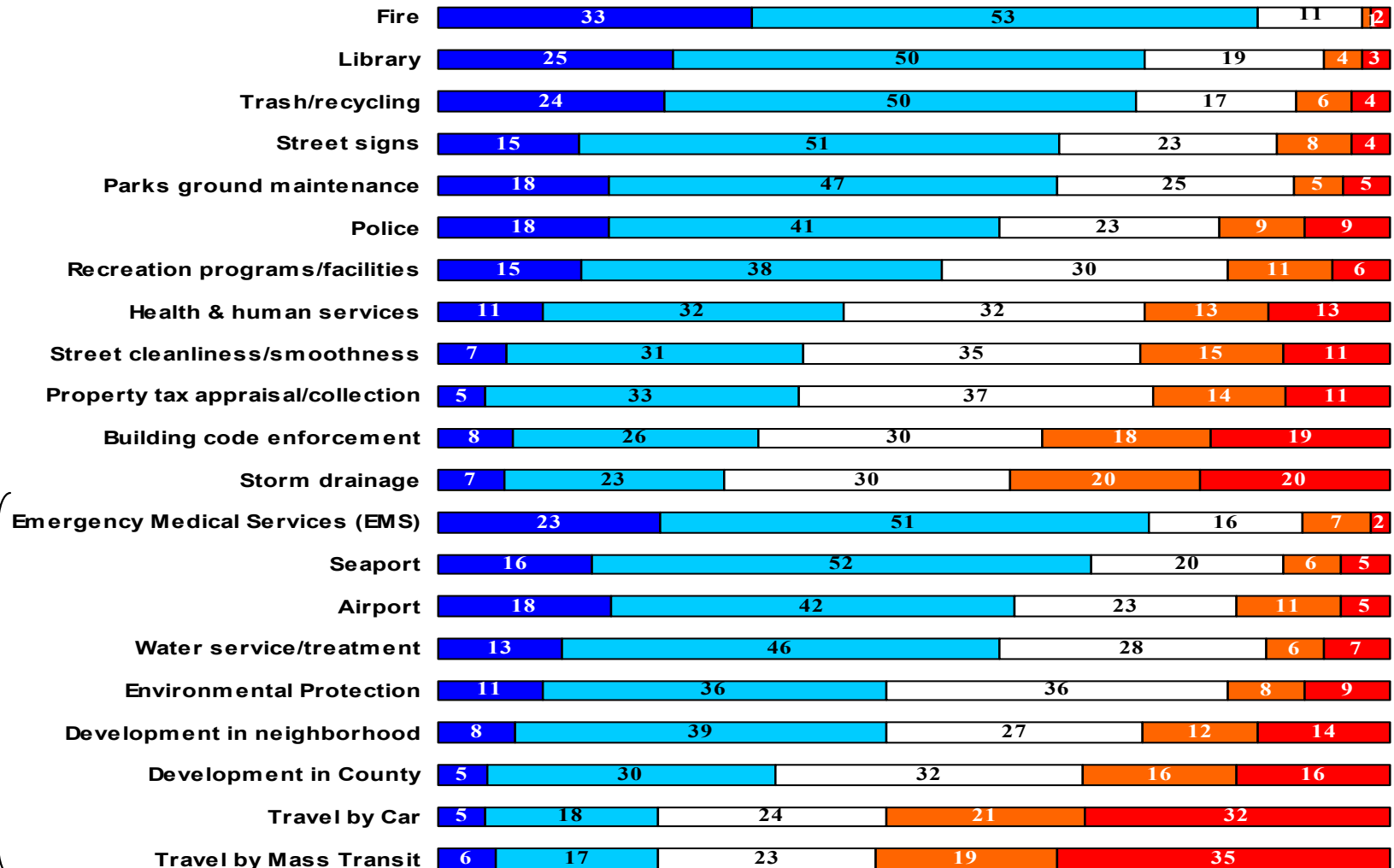
■ % Strongly Agree ■ % Agree ■ % Neither ■ % Disagree ■ % Strongly Disagree



Satisfaction with Specific Services

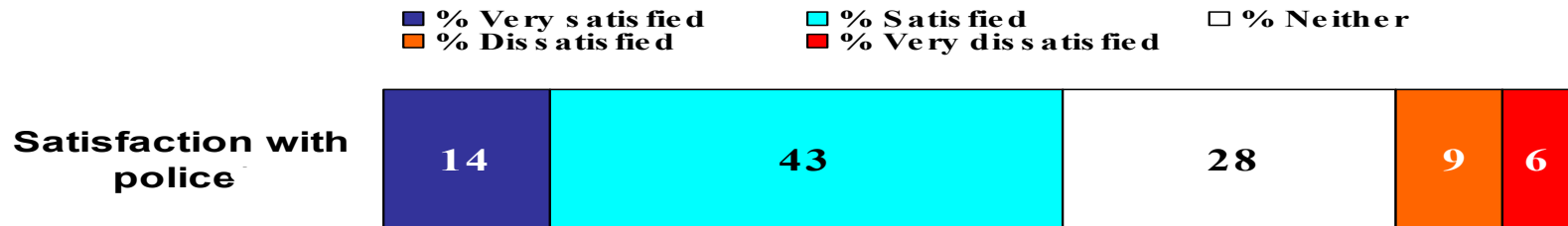
How do you rate the following County services.....?

■ %Very Good ■ %Good □ %So-so ■ %Poor ■ %Very Poor

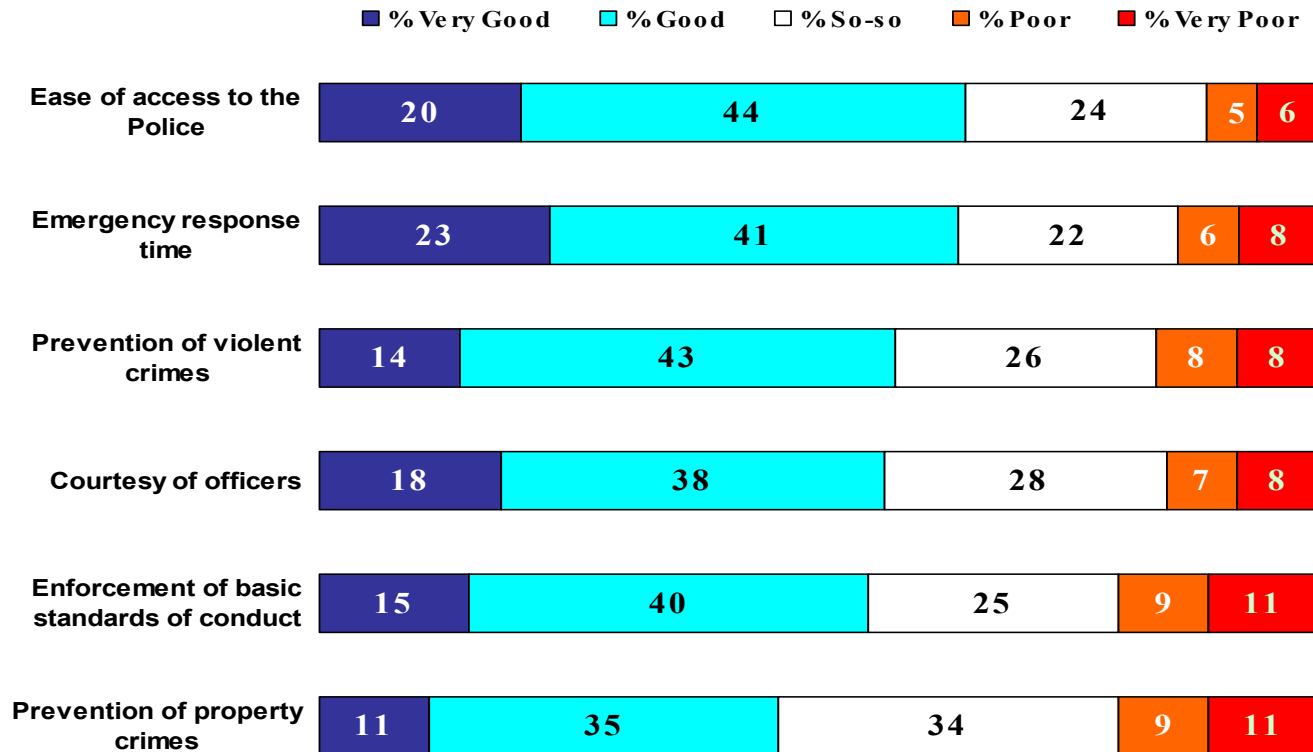


Countywide
Survey
Results Only

Satisfaction with UMSA Police



Satisfaction with particular aspects of Police service



Satisfaction with Police

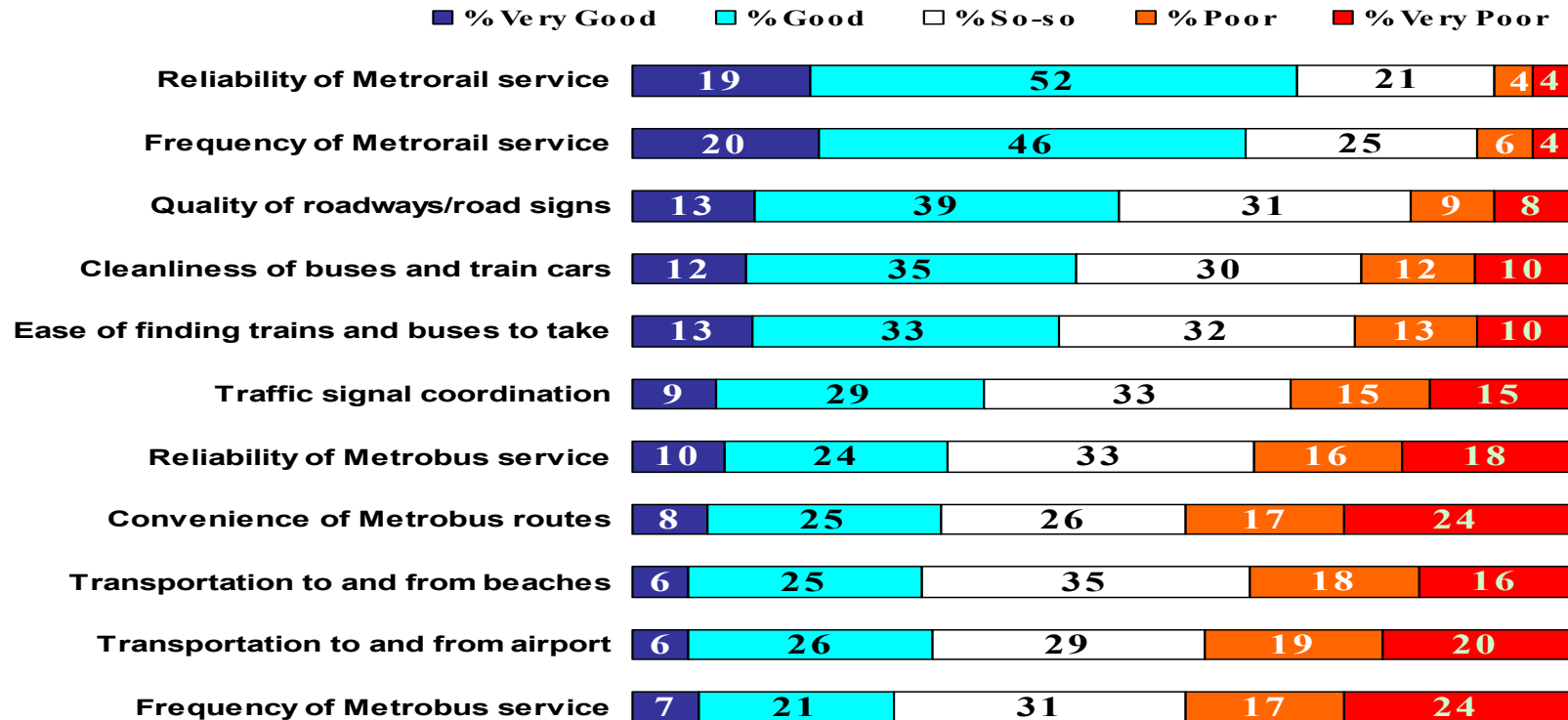
Satisfaction with police depends on (in order of importance):

- Courtesy of the Police officers
- Ease of access to the police
- Enforcement of basic standards of conduct (e.g., traffic, noise, loitering)
- Prevention of property crimes
- Emergency response time

Satisfaction with Transportation Attributes

(Countywide survey results only)

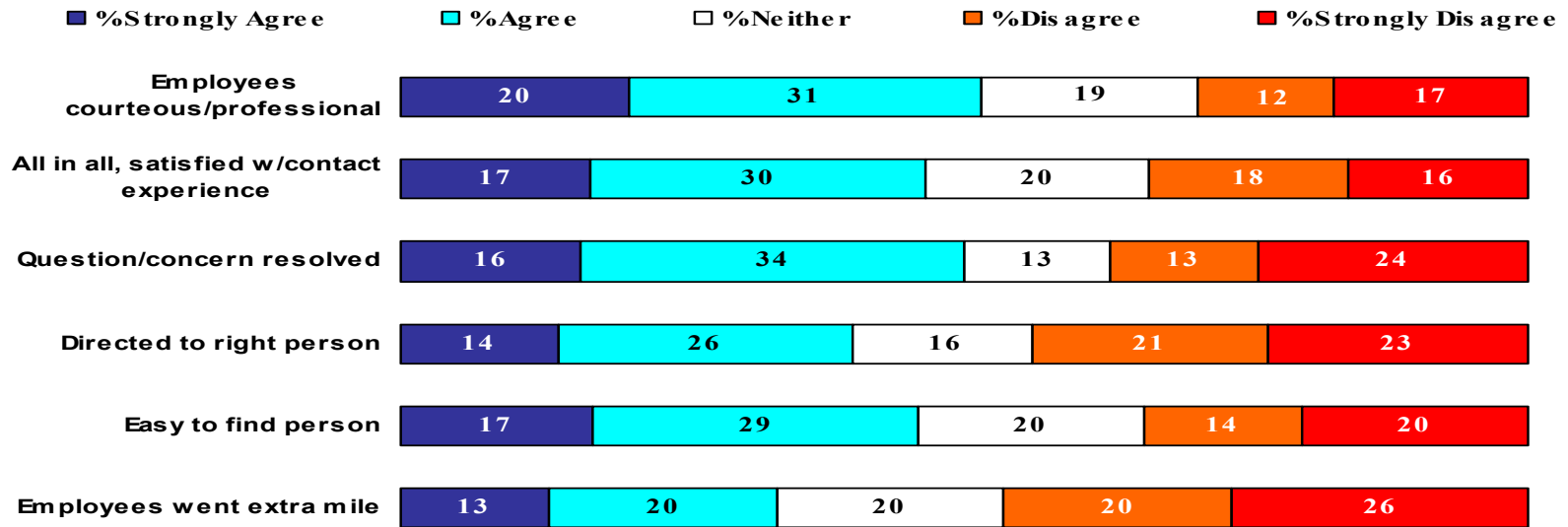
How do you rate each of the following aspects of transportation..?



- Significant concern of the survey
- Metrorail service rated most positively, Metrobus service rated least favorably
- Non-users tend to rate transit service worse than users

Perceptions of County Customer Service

Regarding the last time you contacted the County, how do you rate each of the following aspects of customer service..?



How Residents Access the County:

45% Use Blue Pages

27% Call 411

18% Use Website

Why Residents Contact the County (most common responses):

Waste/Recycling, House/Property Issues, taxes, police and transportation

Customer Service Satisfaction Depends On (in order of importance):

The ability to get their issue resolved

The impression that employees go the extra mile to help them

Courteousness and professionalism of staff

Customer Service Expectations

- Residents expect County phones to be answered within 3-4 rings (3 rings preferred)
- Residents expect to be transferred at most two times before reaching the correct person who can help them
- Residents expect their requests to be responded to within one day
- Residents are willing to wait between 30 to 60 minutes when they go to an office without an appointment (30 minutes preferred)